



CITY OF HOUSTON

Job Posting

Applications accepted from:	ALL PERSONS INTERESTED
Job Classification	SYSTEMS SUPPORT ANALYST III
Posting Number	PN# 109876
Department	Health & Human Services Department
Division	Office of Surveillance & PH Preparedness
Section	Information Systems
Reporting Location	8000 N. Stadium Drive
Workdays & Hours	M - F, 8 a.m. - 5 p.m.*

*Subject to change

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Under limited supervision, maintains one or more operating system products. Provides assistance in supervising personnel in the handling of various activities necessary to the operation of the data center. Analyzes operational procedures to improve efficiency in the data center.

CORE FUNCTIONS

- Defines requirements for Network Server Systems, evaluates vendor solutions to determine optimum system suitability; manages system's configuration and assures reliability and uptime of network systems for Public Health Information Network (PHIN) and assigned remote locations and writes Standard Operating Procedures (SOP). Maintains reporting procedures for system administration and utilization.
- Consults with end users and outside vendors to identify system needs and solutions for all Local Area Network (LAN) projects related to the Public Health Preparedness. Serves as project leader for all LAN issues supporting preparedness and including monitoring of related contracts.
- Installs and configures hardware and software solutions to support server and stand-alone personal computers. Identifies priority issues and disseminates relevant information quickly. Responds to service requests within a 24-hour response time. Completes projects within reasonable timelines (i.e., 3-5 days for configuration and security issues).
- Responsible for monitoring and troubleshooting internal and external system resources as it pertain to security of all LAN server configurations in Public Health Preparedness (web portal security access, intranet and internet security interfacing).
- Maintains all systems uptime and document procedures and protocol to establish consistent connectivity to all LAN server systems.

WORKING CONDITIONS

The position is physically comfortable; the individual has discretion about walking, standing, etc. Lifting of up to 50 lbs. may be required.

MINIMUM EDUCATIONAL REQUIREMENTS

Requires a Bachelor's degree in Business, Mathematics, Engineering, Computer Science, Economics or a closely related field.

MINIMUM EXPERIENCE REQUIREMENTS

Three years of experience in data communications analysis and design, programming systems design and maintenance, operating systems software support, or a closely related field are required. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

MINIMUM LICENSE REQUIREMENTS

A valid Texas Driver's License and compliance with the City of Houston's policy on driving (AP2-2).

PREFERENCES

- Experience with SAP, SAN, DMZ, VLAN, MCSE 2003, Cisco, and Novell are preferred.
- Position may require working extra hours as needed during an emergency.

SELECTION/SKILLS TESTS REQUIRED

None

SAFETY IMPACT POSITION

☐ Yes ☒ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

GRANT FUNDED POSITION

Grant positions are dependent upon continued available funds. If funding is no longer available, employee may be laid off or transferred. Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range is:

Salary Range - Pay Grade 22
\$1,277 - \$2,388 Biweekly \$33,202 - \$62, 088 Annually

OPENING DATE

April 26, 2006

CLOSING DATE

Open Until Filled

APPLICATION PROCEDURES

Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor. **Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 794-9142. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

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